

MEMORANDUM

2/26/2014

TO: Art Holmes, Director, Department of Transportation
Patrick Lacefield, Director, Office of Public Information
FROM: CountyStat
SUBJECT: DOT Performance Review

The following items were identified for follow-up during the 2/24/2014 CountyStat Meeting:

1. Provide the CAO and CountyStat with the graph that DOT developed regarding the three streets that our plows missed during the last snowstorm
Responsible parties: DOT
Other parties: none
Deadline: 2/28/2014
2. Determine if/how to adjust DOT's headline measure that reports on transit accidents (e.g. only include preventable accidents), jurisdictions handle this measure differently across the country
Responsible parties: CountyStat, DOT
Other parties: none
Deadline: 6/30/2014
3. Provide the CAO and CountyStat with benchmark data regarding passenger/resident complaint data, comparing the County against other area (and non-local, if comparable) transit systems (types of complaints, number/frequency of complaints, etc.)
Responsible parties: DOT
Other parties: none
Deadline: 4/11/2014
4. Determine if/how to adjust DOT's two headline measures that report on road quality to incorporate the actual % ratings and eliminate subjectivity
Responsible parties: CountyStat, DOT
Other parties: none
Deadline: 6/30/2014
5. Determine how to address/report on DOT SRs that have seasonal issues that impact response time (e.g. potholes)
Responsible parties: CountyStat, DOT
Other parties: none
Deadline: 6/30/2014
6. Review open DOT MC311 SRs to ensure that they are not remaining open due to CSR error
Responsible parties: PIO
Other parties: none
Deadline: 3/31/2014
7. Provide the CAO and CountyStat with benchmark data regarding bus advertising, comparing the County against other area (and non-local, if comparable) transit systems (ad types, ad placement, revenue, etc.)
Responsible parties: DOT
Other parties: none
Deadline: 4/11/2014

cc: Timothy Firestine, Chief Administrative
Fariba Kassiri, Assistant Chief Administrative Officer